



Routing W3AUD
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In response to the 2019 Novel Coronavirus (2019-nCoV) outbreak Cigna has taken the following actions:

- Cigna's Corporate Crisis Team convenes weekly for global monitoring of the situation for our employees and offices
- We leverage Cigna's medical staff, and have an Emerging Virus Work Group which monitors the outbreak and symptoms, to provide clinical staff with updated information and appropriate next steps
- We have provided ongoing communication of the situation to our employees globally, including the symptoms, items for consideration, talking points and FAQ's
- Cigna is following guidance from the CDC and WHO as it is updated
- All of our lines of business and sites have business continuity strategies in place, and each plan includes a scenario assumption of a pandemic episode and strategies we can implement to continue operations
- Supplies have been distributed to Cigna offices in need, as available
- Monitoring vendor exposure and ensuring preparedness plans are in place
- A post has been made on externally facing Cigna.com Newsroom and will be updated as necessary

For further information, please refer to the *2020 Cigna BCP Pandemic Response* document for our standard protocols for any epidemic or pandemic instance that impacts our operations, employee absenteeism rates, and/or our customer's need of our products and services.

All further inquiries can be addressed to cignabusinesscontinuityteam@cigna.com

Last Updated: February 10, 2020